



Images from Hills Harmony Picnic 2017



Multicultural Action Plan

2017-2020

ACKNOWLEDGEMENT OF COUNTRY

Adelaide Hills Council (AHC) recognises the Peramangk and Kurna as the region's first people. We respect their ongoing relationship with the land and are committed to working together to ensure their culture and traditions are preserved.

BACKGROUND

At an AHC meeting in 2015, Councillor Nathan Daniell brought a motion that the Council become a declared Refugee Welcome Zone. This is an initiative of the Refugee Council of Australia. It is a commitment in spirit to welcoming refugees into the community, upholding the human rights of refugees, demonstrating compassion for refugees, and enhancing cultural and religious diversity in the community. The motion was carried unanimously by the Councillors and the Refugee Welcome Zone declaration was signed by Mayor Bill Spragg at a public signing ceremony.

In 2016 AHC researched what being a Refugee Welcome Zone means for the Council and how this could be achieved. This resulted in the Refugee Welcome Zone report. The key recommendation of the report was for AHC to develop a Multicultural Action Plan that outlines the specific projects and activities relating to the Refugee Welcome Zone declaration and other Council strategies that have similar aims.

STRATEGIC CONTEXT

The importance of diversity and inclusivity is recognised in AHC's strategic plan ***Your Adelaide Hills***, adopted October 2016:

GOAL 2 – ACTIVITIES AND OPPORTUNITIES TO CONNECT

Strategy 2.2: We recognise diversity in the community is one of our greatest strengths and we will support and promote opportunities for social inclusion.

What success looks like: A welcoming and inclusive community where people support, respect and celebrate each other for their differences as much as for their shared values.

"The Adelaide Hills is a place for everyone. To be welcoming and respecting of individual uniqueness we must strive to understand, accept and value differences."

In addition, the ***Community Strategy 2015-2020*** recognises cultural diversity specifically:

GOAL 2 – COMMUNITY WELLBEING

Strategy for cultural diversity: Strengthen the focus on understanding and promoting cultural diversity within the Adelaide Hills including –

- Working with culturally and linguistically diverse communities to establish activities and events that are inclusive to all people in the community
- The continued provision of access to hard copy and online resources in languages other than English through the libraries

OBJECTIVE

The aim of this Multicultural Action Plan is to progress the above strategies by outlining the specific actions to be taken. The term 'cultural diversity' is used in the Action Plan to refer to the cultural, linguistic and religious diversity that exists in the Adelaide Hills region.

The Multicultural Action Plan addresses cultural diversity in the context of non-Aboriginal culture. Recognising and celebrating Aboriginal culture and heritage is addressed under Councils Reconciliation Action Plan. These Action Plans are expected to work together towards achieving Councils strategic objectives in relation to cultural inclusivity.

Adelaide Hills residents come from more than 50 countries, speak more than 35 languages and follow more than 30 religions. Since the 1830s migrants have been settling and working in the Adelaide Hills and this continues today with nearly 500 new arrivals to Australia settling in the area in the last five years. Cultural diversity has brought, and continues to bring, significant economic, social and cultural benefits to the community.

This Action Plan embraces three broad goal areas in relation to cultural diversity:

- Recognise
- Support
- Lead

Each goal area contains four to six objectives. Under the objectives are listed specific actions, of which there are 48 in total.

The actions have been developed from those recommended in the Refugee Welcome Zone report, as well as by conducting further research into best practice. Meetings were held with staff members from across AHC to develop actions relevant to the following areas:

- Community Development
- Libraries & Customer Service
- Open Space
- Economic Development
- Communications & Events
- Organisational Development

Focus

The actions relate to Council's internal operations (i.e. within the organisation) and external operations (i.e. within the community). The relevant focus has been identified alongside each action.

Area

A 'whole-of-council' approach is adopted in this Action Plan. While the Community and Cultural Development Officer is responsible for the Multicultural Action Plan, implementation will require input from other areas across AHC. Key owners have been identified alongside each action.

Timeframe

This Multicultural Action Plan will be delivered throughout 2017-2020. It will then be evaluated and a further plan developed for 2021 and beyond. Timeframes specific to each action have been identified.

Budget

Much of the Action Plan relates to Council's ordinary business and will not require additional funds and resources beyond existing budget. Where additional funds and resources are required for new initiatives this has been identified and budgeted for.

Goal 1: RECOGNISE

While the Adelaide Hills is not as culturally diverse as greater Adelaide, it still contains a high level of cultural diversity. Research has shown that the Adelaide Hills community is largely unaware of this. It is therefore important to raise awareness of the cultural diversity that exists and celebrate this as a valued aspect of our community. Fostering respect for difference contributes to preventing discrimination and building social cohesion.

REF.	ACTION	FOCUS	AREA	TIMEFRAME	BUDGET
Objective 1.1: Recognise the high level of cultural diversity in the Adelaide Hills and its benefits					
1.1.1	Provide information on the AHC website about the cultural diversity in the area and the benefits this brings to the community	External	Communications & Events	2017	Existing
1.1.2	Develop proactive communications that highlight the cultural diversity in the area and the benefits this brings to the community	External	Communications & Events	2018 - 2020	\$5,000
1.1.3	Reflect the cultural diversity of the community through descriptions of the area and imagery used throughout AHC publications	External	Communications & Events	2017 - 2020	Existing
1.1.4	Include information about the cultural diversity in the area during cultural awareness training for AHC Elected Members, staff and volunteers – see Action 3.1.1	Internal	Organisational Development	2017 - 2020	See Action 3.1.1
Objective 1.2: Recognise the migration history of the Adelaide Hills and its benefits					
1.2.1	Provide information on the AHC website about the migration history of the area and the benefits it has brought	External	Communications & Events	2017	Existing
1.2.2	Support local initiatives that recognise migration as part of the heritage of the area	External	Community Development	2017 - 2020	\$5,000
1.2.3	Encourage migration heritage projects through the Arts and Heritage Hub in Lobethal	External	Community Development	2017 - 2020	Existing

Objective 1.3: Recognise individuals and groups from culturally diverse backgrounds in the Adelaide Hills					
1.3.1	Review AHC Citizenship Ceremonies to explore opportunities to celebrate cultural diversity and the benefits it brings to the community	External	Communications & Events	2018	Existing
1.3.2	Identify and map cultural, religious and linguistic stakeholders in the area to facilitate relationship building and inform planning	External	Community Development	2018	Existing
1.3.3	Recognise contributions made to the community by individuals or groups from culturally diverse backgrounds through initiatives such as the Australia Day awards and Hills Treasures	External	Communications & Events, Community Development	2017 - 2020	Existing
1.3.4	Develop proactive communications that highlight contributions made to the community by individuals or groups from culturally diverse backgrounds	External	Communications & Events	2018 - 2020	\$2,500
Objective 1.4: Recognise cultural diversity through events and programs					
1.4.1	Participate in local, state and national cultural diversity events including Harmony Day and Refugee Week	External & Internal	Communications & Events, Community Development	2017 - 2020	Existing
1.4.2	Incorporate cultural diversity themes into events and programs under community centres, libraries, youth development and other areas of community development	External	Community Development	2017 - 2020	Existing
1.4.3	Encourage and assist community groups to hold and promote events and activities recognising cultural diversity	External	Community Development	2017 - 2020	Existing

Goal 2: SUPPORT

Recognising cultural diversity in the community helps people with culturally diverse backgrounds feel welcomed. However, more direct support is often required, especially for those who have recently arrived in Australia. Those who live in rural or semi-rural areas like the Adelaide Hills face additional challenges such as small numbers, dispersion of the population and access to transport. Language can also be a major barrier. Adequate and appropriate support will assist with ease of settlement, building confidence, developing support networks and combating isolation. As local government offers the most direct access to the workings of Australian democracy, supporting equal access is extremely important. Established communities in the Adelaide Hills that are welcoming new residents may also need support in adapting to change. Assisting the different groups to build positive relationships is key to building social cohesion.

REF.	ACTION	FOCUS	AREA	TIMEFRAME	BUDGET
Objective 2.1: Support new arrivals to Australia who settle in the Adelaide Hills					
2.1.1	Stay informed about new arrival communities through observation, businesses that employ skilled migrants, the Federal Government's Settlement Database and Census data	External	Libraries & Customer Service, Economic Development, Community Development	2017 - 2020	Existing
2.1.2	Engage with new arrival communities to inform them of AHC's role and services, and to identify further support that may be required	External	Community Development	2017 - 2020	Existing
2.1.3	Engage with local communities to identify support that they may require to welcome new arrivals	External	Community Development	2017 - 2020	Existing
2.1.4	Collaborate and partner with other organisations to build capacity in responding to the needs identified through Actions 2.1.2 and 2.1.3	Internal	Community Development	2017 - 2020	Existing
2.1.5	Identify and make available written resources for new arrivals through the AHC website, libraries and community centres	External	Communications & Events, Libraries & Customer Service, Community Development	2018	Existing

Objective 2.2: Support people from culturally diverse backgrounds to access AHC communications and services					
2.2.1	Research how to best communicate with people from culturally diverse backgrounds in the Adelaide Hills	External	Communications & Events	2018	\$2,500
2.2.2	Develop targeted communications to reach people from culturally diverse backgrounds in the Adelaide Hills based on the research conducted in Action 2.2.1	External	Communications & Events	2018 - 2020	\$2,500
2.2.3	Document bilingual AHC Elected Members, staff and volunteers who are willing to assist with informal translating or interpreting where necessary	Internal	Organisational Development	2018	Existing
2.2.4	Register with the Federal Government Translating and Interpreting Service to receive free formal translating and interpreting services where necessary	Internal	Libraries & Customer Service	2018	Existing
2.2.5	Include information about the bilingual database and Federal Government Translating and Interpreting Service during cultural awareness training for AHC Elected Members, staff and volunteers – see Action 3.1.1	Internal	Organisational Development	2017 - 2020	See Action 3.1.1
2.2.6	Encourage staff and volunteers to provide more time and personalised customer service to clients who do not have a strong command of the English language or are new arrivals to Australia, and incorporate this formally into AHC's Customer Service Framework	Internal	Libraries & Customer Service	2017 - 2020	Existing
2.2.7	Increase promotion of free library resources that are available in other languages and have cultural diversity and inclusivity themes	External	Libraries & Customer Service, Communications & Events	2018 - 2020	Existing
Objective 2.3: Support people from culturally diverse backgrounds to have a voice in AHC's decision making processes					
2.3.1	Include people from culturally diverse backgrounds in AHC's community engagement activities	External	Community Planning & Engagement	2017 - 2020	Existing
2.3.2	Encourage people from culturally diverse backgrounds to nominate for AHC's committees and advisory groups	Internal	Governance & Performance	2017 - 2020	\$1,000
2.3.3	Encourage Elected Members to be representative and inclusive of people from culturally diverse backgrounds	Internal	Governance & Performance	2017 - 2020	Existing

Objective 2.4: Support culturally diverse initiatives in the Adelaide Hills					
2.4.1	Consider cultural diversity in AHC's grant giving programs	Internal	Community Development	2017 - 2020	Existing
2.4.2	Investigate a multicultural ambassadors program	External	Community Development	2019	Existing

Goal 3: LEAD

AHC can show leadership by recognising and supporting the cultural diversity among staff, volunteers and Elected Members. Capacity to engage appropriately with cultural diversity can be built on through raised awareness and understanding. Cultural diversity should be incorporated into all aspects of AHC's business to create "a welcoming and inclusive community where people support, respect and celebrate each other for their differences as much as for their shared values" (AHC strategic plan *Your Adelaide Hills* adopted 2016). Nearly 20 percent of Australians have experienced discrimination because of their race or religion. Local government can play an important role in building a community which does not tolerate discrimination. AHC is already a leader as a declared Refugee Welcome Zone.

REF.	ACTION	FOCUS	AREA	TIMEFRAME	BUDGET
Objective 3.1: Build AHC's capacity to engage with cultural diversity					
3.1.1	Provide cultural awareness training for AHC Elected Members, staff and volunteers	Internal	Organisational Development	2017 - 2020	\$2,500
3.1.2	Stay informed about changes to the cultural diversity of the area through Census data	External	Community Development	2017	Existing
3.1.3	As appropriate, collaborate and partner with organisations specialising in cultural diversity such as Multicultural Aged Care, Multicultural Youth SA and Multicultural Communities Council of SA	Internal	All areas	2017 - 2020	Existing
3.1.4	As appropriate, collaborate and partner with other Councils and the Local Government sector on initiatives that build capacity in this area	External	All areas	2017 - 2020	Existing
Objective 3.2: Recognise and support cultural diversity among AHC Elected Members, staff and volunteers					
3.2.1	Assess AHC's workplace cultural diversity performance, for example by using the <i>Workplace Cultural Diversity Tool</i> provided by the Australian Human Rights Commission*	Internal	Organisational Development	2018	Existing
3.2.2	Develop and implement actions based on outcomes of the assessment in Action 3.2.1	Internal	Organisational Development	2018 - 2020	Unknown
3.2.3	Identify and implement measures that better enable and promote participation in AHC's governance and volunteering by people from culturally diverse backgrounds	Internal	Governance & Performance Community Development	2019 - 2020	Existing

3.2.4	Provide opportunities for AHC Elected Members, staff and volunteers to share and celebrate their cultural background	Internal	Community Development	2018 - 2020	Existing
Objective 3.3: Showcase the Adelaide Hills as a Refugee Welcome Zone					
3.3.1	Provide information on the AHC website about the area being a declared Refugee Welcome Zone	External	Communications & Events	2017	Existing
3.3.2	Display the Refugee Welcome Zone declaration prominently in AHC community centres and libraries	External	Community Development, Libraries & Customer Service	2017	Existing
3.3.3	Engage with refugee and asylum seeker organisations to promote the Adelaide Hills as a destination	External	Community Development	2018 - 2020	Existing
3.3.4	Create opportunities for Adelaide Hills residents to connect with refugee and asylum seeker communities	External	Communications & Events, Community Development	2018 - 2020	Existing
Objective 3.4: Prevent discrimination in the Adelaide Hills					
3.4.1	Sign up to the <i>RACISM. IT STOPS WITH ME</i> campaign of the Australian Human Rights Commission [†] and publically announce it	External	Community Development, Communications & Events	2019	Existing
3.4.2	Promote the <i>RACISM. IT STOPS WITH ME</i> campaign message through proactive communications to the community and within the organisation	External & Internal	Communications & Events	2019 - 2020	Existing
3.4.3	Promote the <i>RACISM. IT STOPS WITH ME</i> campaign message through events and programs under community centres, libraries, youth development and community development	External	Community Development	2019 - 2020	Existing
3.4.4	Include information about racism and taking bystander action during cultural awareness training for AHC Elected Members, staff and volunteers – see Action 3.1.1	Internal	Organisational Development	2019 - 2020	See Action 3.1.1
Objective 3.5: Embrace a 'whole-of-council' approach to cultural diversity					
3.5.1	Ensure that cultural diversity is reflected in AHC's strategic plan and planning processes	Internal	Strategic & Policy Planning	2017 - 2020	Existing

Objective 3.6: Review and evaluate this Multicultural Action Plan					
3.6.1	Annually review the progress of this Multicultural Action Plan	Internal	Community Development	2017 - 2020	Existing
3.6.2	Evaluate the effectiveness of this Multicultural Action Plan as a whole	Internal	Community Development	2020	Existing
3.6.3	Develop a Multicultural Action Plan for 2021 and beyond, taking into account the effectiveness of this Multicultural Action Plan and the changing needs of the community	Internal	Community Development	2020	\$5,000

*** Workplace Cultural Diversity Tool**

This tool has been developed by the Australian Human Rights Commission. Based on international best practice, it is a 'how to' guide to workplace cultural diversity, designed to help employers make the most of a culturally diverse workforce. The tool:

- offers practical steps to effectively manage a culturally diverse workforce
- let's organisations assess themselves against 30 measures of competence
- provides a starting point for those considering a focus on cultural diversity
- helps those committed to cultural diversity move towards best practice

The tool can be accessed at: <http://culturaldiversity.humanrights.gov.au/>.

† RACISM. IT STOPS WITH ME campaign

This campaign has been developed by the Australian Human Rights Commission. It aims to:

- ensure more Australians recognise that racism is unacceptable in our community
- give more Australians the tools and resources to take practical action against racism
- empower individuals and organisations to prevent and respond effectively to racism

The campaign asks organisations to pledge their commitment to tolerance and anti-racism by becoming formal campaign supporters. There are currently several hundred supporters across Australia, including 60 local governments.

Supporter organisations agree to endorse the campaign message, promote the campaign and identify specific activities they will undertake in the anti-racism space. Within these areas, the options are entirely flexible depending on the organisation's resources and priorities. Signing up does not involve a financial commitment and does not require the adoption of a specific policy, program or activity. The Commission will not audit activities or require organisations to report on what they are doing. Resources, merchandise and information about how to sign up can be found on the campaign website: <https://itstopswithme.humanrights.gov.au/>.